

May 26, 2017

Ann Edwards, Director
Sacramento County Department of
Human Assistance
1825 Bell Street
Sacramento, CA 95825

Dear Ms. Edwards:

This letter is to advise you that the Corrective Action Plan you submitted on March 25, 2017 in response to the results of our September 21, 2015 through September 25, 2015 Civil Rights Compliance Review is approved.

We will be monitoring the implementation of your corrective action items through your Civil Rights Coordinator.

If you have any questions, please contact James Urquizo (consultant) at (916) 654-2101. You may also contact your consultant by e-mail at James.Urquizo@dss.ca.gov.

Sincerely,

Original signed by Tiffany Marsh

TIFFANY MARSH, Acting Chief
Civil Rights Unit
Welfare to Work Division

c: Dawn Mason, Civil Rights Coordinator

Kim McCoy Wade, Chief
CalFresh Policy Bureau

Carlos Ocampo, Chief
Field Operations Bureau

Tami Gutierrez, Chief
CalFresh Management Operations Section

Paul Gardes
CalFresh Policy Bureau

Jacqueline Hom
State Refugee Coordinator

Joe Torres, Office of Civil Rights
USDA Food and Nutrition Services
Supplemental Nutrition Assistance Program (SNAP)
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Andrew Riesenber
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Kevin Aslanian
Coalition of California Welfare Rights Organizations, Inc.

Antoinette Dozier
Western Center on Law and Poverty

Department of Human Assistance

Ann Edwards, Director



Divisions

Operations
Finance, Administration and Program Support

County of Sacramento

May 24, 2017

Tiffany Marsh, Acting Chief
CDSS, Civil Rights Unit
744 P Street, Mail Station 8-16-70
Sacramento, CA 95814

RE: Sacramento County Department of Human Assistance Civil Rights Compliance Review 2015, Corrective Action Plan - Revised

Dear Ms. Marsh

Please accept this revised Corrective Action Plan in response to Mr. Urquizo's email dated 5/4/17, which DHA answered with the attached email dated 5/19/17. All revisions, added verbiage to this document will show in blue font.

I would like to take this opportunity to thank your staff for coming to our office and sharing with us the findings of the Annual Civil Rights Compliance Review for 2015. The following sections identify areas found to be deficient during your review for compliance under the CDSS Manual of Policies and Procedures (MPP) Division 21 Regulations and other applicable state and federal civil rights laws and our plan for correction.

Civil Rights Compliance Review 2015
Summary of Findings and Corrective Action - Revised

Section: IV. A. 1A (pages 8 & 9 of the review report)

Location: 2700 Fulton Avenue

Facility Element: Parking

Finding: **"The Disabled parking area had eight (8) parking access aisles that had ramps intruding into the asphalt parking area."**

County Response: The facility manager submitted a request to the property manager to correct the ramps to not encroach into the disabled accessible aisle. County Real Estate and the lessor are aware of the request to correct the ramps; however, the work is not scheduled and there

has been no timeline communicated from the lessor whether or not they intend to complete the request. The lessor believes that they are within County/City code requirements. DHA does not have the power or authority to enforce such changes. However, if there is a new lease, they can be included as part of a negotiated item.

COMMENT: Can you have them provide a reference to this code requirement they speak of, and if they can't find references we need to know when this will be corrected.

The lessor has agreed to have these ramps changed to comply with current ADA requirements. This work is scheduled to be completed by July 1, 2017.

Section:	IV. A. 1A (page 9 of the review report)
Location:	2700 Fulton Avenue
Facility Element:	Signage
Finding:	“Signage at entry to building – hours of operation not in threshold language”
<i>County Response:</i>	<i>The hours of operation sign was updated with all threshold languages by 9/30/15.</i>
Section:	IV. A. 1A (page 9 of the review report)
Location:	2700 Fulton Avenue
Facility Element:	Men’s Restroom
Finding:	“Bathroom entry disabled sign on the wall was not at appropriate height. It was at 55” at center of sign”
<i>County Response:</i>	<i>The sign was moved to the appropriate height by 10/31/15.</i>
Section:	IV. A. 1B (page 10 of the review report)
Location:	2700 Fulton Avenue
Facility Element:	Men’s Restroom
Finding:	“Water basin pipes underneath were not wrapped with correct protective layer.”
<i>County Response:</i>	<i>The facility manager submitted a request to the property manager to have the basin pipes properly wrapped. This was done by 10/31/15.</i>
Section:	IV. A. 1B (page 10 of the review report)
Location:	2700 Fulton Avenue

Facility Element: Women's Restroom

Finding: "Water basin pipes underneath were not wrapped with correct protective layer."

County Response: The facility manager submitted a request to the property manager to have the basin pipes properly wrapped. This was done by 10/31/15.

Section: IV. A. 2 (pages 10 & 11 of the review report)

Location: 10013 Folsom Blvd.

Facility Element: Parking

Finding: "There was no unauthorized parking signage at entrance to off-street accessible parking (west side location)"

County Response: The facility manager submitted a request to the property manager to have the proper sign installed on the west side of the parking lot near the entrance. This hasn't been done, but will be addressed with the remodel project, spring 2017.

COMMENT: Why has it taken almost two years to address this problem and is this alteration scheduled to be corrected?

This sign had been installed since the September 2015 review, but without a phone number to call in the event of towing. Since the sign didn't have the necessary phone number posted, DHA considered the item incomplete. The sign is now in place with all necessary information contained on it, as of this month, May 2017.

Section: IV. A. 2 (page 11 of the review report)

Location: 10013 Folsom Blvd.

Facility Element: Parking

Finding: "Four (4) out of five (5) disabled parking signs were missing additional sign stating: "Minimum Fine \$250"

County Response: The facility manager submitted a request to the property manager to have the proper signage added. This hasn't been done, but will be addressed with the remodel project, spring 2017.

COMMENT: Why has it taken almost two years to address this problem and is this alteration scheduled to be corrected?

These signs have been placed as of this month, May 2017.

Section: IV. A. 4 (page 12 of the review report)

Location: 5747 Watt Avenue

Facility Element: Parking

Finding: “Two (2) disabled parking signs were missing”

County Response: The facility manager submitted a request to the property manager to have the proper signage added. This was done by 10/31/15.

Section: IV. A. 4 (pages 12 & 13 of the review report)

Location: 5747 Watt Avenue

Facility Element: Parking

Finding: “All disabled parking and access aisle lines are not readily visible.”

County Response: The facility manager submitted a request to the property manager to have parking lot re-stripped. This was done by 1/31/16.

Section: IV. A. 4 (page 13 of the review report)

Location: 5747 Watt Avenue

Facility Element: Parking

Finding: “All disabled parking and access aisle lines are not readily visible.”

County Response: The facility manager submitted a request to the property manager to have parking lot re-stripped. This was done by 1/31/16.

Section: IV. A. 4 (page 13 of the review report)

Location: 5747 Watt Avenue

Facility Element: Parking

Finding: “Parking lot needs to be repaved. Numerous broken asphalt areas in the path of travel to the building.”

County Response: The facility manager submitted a request to the property manager to have parking lot re-paved. This was done by 1/31/16.

Section: IV. A. 4 (pages 13 & 14 of the review report)

Location: 5747 Watt Avenue

Facility Element: Parking

Finding: “There was no unauthorized parking signage at entrance to off-street accessible parking”

County Response: The facility manager submitted a request to the property manager to have parking lot re-paved. This was done by 10/31/15.

Section: IV. A. 4 (page 14 of the review report)

Location: 5747 Watt Avenue

Facility Element: Signage

Finding: “Orientation room does not have a disabled sign at door entrance”

County Response: The disabled sign was placed while the reviewer was still on-site but the reviewer wasn’t able to return to the room to sight verify.

Section: IV. A. 4 (pages 14 & 15 of the review report)

Location: 5747 Watt Avenue

Facility Element: Signage

Finding: “Job search room does not have a disabled sign at door entrance”

County Response: The disabled sign was placed while the reviewer was still on-site but the reviewer wasn’t able to return to the room to sight verify.

Section: IV. A. 4 (15 of the review report)

Location: 5747 Watt Avenue

Facility Element: Signage

Finding: “Job club room does not have a disabled sign at door entrance”

County Response: The disabled sign was placed while the reviewer was still on-site but the reviewer wasn’t able to return to the room to sight verify.

Section: IV. A. 4 (15 of the review report)

Location: 5747 Watt Avenue

Facility Element: Signage

Finding: “Computer room does not have a disabled sign at door entrance”

County Response: *The disabled sign was placed while the reviewer was still on-site but the reviewer wasn't able to return to the room to sight verify.*

Section: IV. A. 4 (15 of the review report)

Location: 5747 Watt Avenue

Facility Element: Signage

Finding: **"Finger print room does not have a disabled sign at door entrance"**

County Response: *The disabled sign was placed while the reviewer was still on-site but the reviewer wasn't able to return to the room to sight verify.*

Section: IV. A. 4 (15 of the review report)

Location: 5747 Watt Avenue

Facility Element: Women's restroom

Finding: **"Water basin pipes are wrapped but wrapping is torn and open."**

County Response: *The facility manager submitted a request to the property manager to have the basin pipes properly wrapped. This was done by 10/31/15.*

Once again, on behalf of our staff, I thank you for your assistance in helping DHA to achieve compliance with Division 21 regulations. If there is any further information required regarding this corrective action plan, please contact Dawn Mason, Civil Rights Coordinator at (916) 876-4287 or masond@saccounty.net.

Sincerely,

Original signed by Ann Edwards

Ann Edwards, Director

Cc: Dawn Mason, Civil Rights Coordinator